

## Job Description

**Job Title:**

**Senior Housing Officer (Rents)**

*FINAL*

*Date: 16.12.16*



**POST:** Senior Housing Officer (Rents)  
**SERVICE:** Housing & Community Services  
**SECTION:** Income Collection Team  
**BAND:** Band 7  
**REPORTS TO:** Tenancy Services Manager  
**RESPONSIBLE FOR:** 7 x Housing Officer (Rents)  
2 x Business Support Administration Officer (Housing)  
**TYPE:** Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

This post is subject to Department of Works and Pensions (DWP), Protection of National Infrastructure conditions, which means that the post holder will be required to undergo further vetting processes to ensure compliance. This post will require the signing of documents under the (DWP) Memorandum of Understanding and a Basic Disclosure Clearance check to ascertain unspent criminal convictions.

### **MAIN PURPOSE**

To ensure effective operational management of the Rent Team ensuring compliance with all relevant legislation, policy and guidance.

To performance manage the team, setting realistic targets to support a sustained reduction in rent arrears

### **GENERAL INFORMATION**

The Council have approximately 10,500 tenancies and the Rent Team are responsible for the effective collection of all rent due, taking appropriate action in line with agreed policies and procedures to maximise income to the Council. The Team work very closely with the Tenancy and Estate Management Team and ASB Team to ensure all tenancies are managed effectively and any breach in tenancy agreement is quickly addressed. The Team also work closely with the housing benefit section, Department of Works and Pensions and partners such as Citizens Advice.

The team are responsible for collecting all rent due to the Council and this may require attendance at court as necessary.

## **DUTIES**

1. Organise and plan workloads, setting target and monitoring performance of Rent Officers through proportionate quality testing and implementing remedial action.
2. Management and development of staff in line with corporate guidelines and procedures, including regular 121's, appraisals, staff meetings, identify training needs and performance management.
3. Practical application of Housing/ Landlord and Tenant legislation ensuring the Council are fully compliant. Developing and maintaining procedures and processes to support the legislation and policy guidelines.
4. To draft responses to enquiries from political representatives providing factual explanations in relation to debt collection matters.
5. Ensure that policy guidelines on all debt types are applied to debts owed to the council, including where enforcement actions are applied to debts and where actions are to be held in abeyance.
6. To ensure that appropriate methods of collection and enforcement of all debt and appropriate sanctions are pursued, having regard to the means and circumstances of all debtors, ensuring that due regard is taken in vulnerable cases.
7. Liaise with other council departments and with the legal section and the courts and other agencies to obtain recovery of all debt, initiating or responding to proceedings in the appropriate court and resolving complex issues where necessary.
8. Initiate proceedings for the insolvency or eviction of debtors where applicable, ensuring that appropriate follow-up actions are taken.
9. Liaise with and manage the contractual arrangements with any collection and enforcement agents employed in debt recovery, ensuring such agents act efficiently, professionally, and with due regard to council policies and national codes of conduct.
10. Liaise with the courts, the police and any collection and enforcement agents in relation to applications for evictions for non-payment of rent.
11. Ensure that use of Local Authority and Government systems and communications with DWP through the Customer Information System (CIS) or its equivalent are properly implemented and undertaken by the relevant staff in accordance with agreed procedures.
12. Management of off-site activities, monitoring the safety and security of collection and recovery staff who are home working.

13. Assist with the annual and interim billing and annual notifications of rent processes for local taxation and rents, seeking to resolve any process or systems issues by liaising with the appropriate officers or external sources.
14. To keep performance statistics, taking steps to remedy any adverse trends and reporting variations to the Tenancy Services Manager.
15. Ensure that management and exception reports are monitored and acted upon.
16. To liaise with all internal and external partners as required.
17. Undertake all the duties within the framework of Equal Opportunities.
18. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
19. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

## PERSON SPECIFICATION

<b>Position Title:</b>	<b>Senior Housing Officer (Rents)</b>	<b>Date Prepared:</b>	<b>15.12.16</b>
<b>Department:</b>	<b>Housing &amp; Community Services</b>	<b>Band:</b>	<b>7</b>

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Demonstrable experience of team leadership in a climate of legislative and organisational change	✓		<b>AF/I/T</b>
1.2	Up to date knowledge of Housing legislation	✓		<b>AF/I/T</b>
1.3	Experience of customer service, demonstrating good communication and interpersonal skills	✓		<b>AF/I/T</b>
1.4	Experience of using office information systems	✓		<b>AF/I/T</b>
1.5	Experience of presenting evidence at Magistrates Court, County Court and Tribunals	✓		<b>AF/I/T</b>
1.6	Experience of delivering quality outcomes to pre-determined deadlines	✓		<b>AF/I/T</b>
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>LEADING AND SUPERVISING</b>			
1.2	<ul style="list-style-type: none"> <li>a) Provides others with clear direction</li> <li>b) Sets appropriate standards of behaviour</li> <li>c) Delegates work appropriately and fairly</li> <li>d) Motivates and empowers others</li> <li>e) Provides staff with development opportunities and coaching</li> <li>f) Recruits staff of a high calibre</li> </ul>	✓		<b>AF/I/T</b>
	<b>WORKING WITH PEOPLE</b>			
2.1	<ul style="list-style-type: none"> <li>a) Demonstrates an interest in and understanding of others</li> <li>b) Adapts to the team and builds team spirit</li> <li>c) Recognises and rewards the contribution of others</li> </ul>	✓		<b>AF/I/T</b>

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
	<ul style="list-style-type: none"> <li>d) Listens, consults others and communicates proactively</li> <li>e) Supports and cares for others</li> <li>f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>			
3.3	<p><b>PRESENTING AND COMMUNICATING INFORMATION</b></p> <ul style="list-style-type: none"> <li>a) Speaks clearly and fluently</li> <li>b) Expresses opinions, information and key points of an argument clearly</li> <li>c) Makes presentation and undertakes public speaking with skill and confidence</li> <li>d) Responds quickly to the needs of an audience and to their reactions and feedback</li> <li>e) Projects credibility</li> </ul>	✓		<b>AF/I/T</b>
4.3	<p><b>ANALYSING</b></p> <ul style="list-style-type: none"> <li>a) Analyses numerical data, verbal data and all other sources of information</li> <li>b) Breaks information into component parts, patterns and relationships</li> <li>c) Probes for further information or greater understanding of a problem</li> <li>d) Makes rational judgements from the available information and analysis</li> <li>e) Produces workable solutions to a range of problems</li> <li>f) Demonstrates an understanding of how one issue may be a part of a much larger system</li> </ul>	✓		<b>AF/I/T</b>
6.2	<p><b>DELIVERY RESULTS AND MEETING CUSTOMER EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction</li> <li>b) Sets high standards for quality and quantity</li> <li>c) Monitors and maintains quality and productivity</li> <li>d) Works in a systematic, methodical and orderly way</li> <li>e) Consistently achieves project goals</li> </ul>	✓		<b>AF/I/T</b>
7.2	<p><b>COPING WITH PRESSURES AND SETBACKS</b></p> <ul style="list-style-type: none"> <li>a) Works productively in a high pressure environment</li> <li>b) Keeps emotions under control during difficult situations</li> <li>c) Balances the demands of work life and personal life</li> <li>d) Maintains a positive outlook at work</li> <li>e) Handles criticism well and learns from it</li> </ul>	✓		<b>AF/I/T</b>

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
	<b>EDUCATION AND TRAINING</b>			
3.1	IRRV technician qualification		✓	AF/I/T
3.2	CIOH or similar Housing Qualification		✓	AF/I/T
3.3	Educated to GCSE level or equivalent, indicating an aptitude for mathematics and English language	✓		
3.4	A Basic DBS certificate will be required	✓		AF/I/T